
EFFECTIVE

November 1, 2017.

Subject(s)

1. Extenuating Circumstances.
2. Face-to-Face.

1) Extenuating Circumstances***PSM 713-9, Extenuating Circumstances***

In some situations, completing an investigation may require an extension of the 30-day standard of promptness (SOP). To allow for extenuating circumstances, supervisors may approve an extension. Face-to-face contact must be made with child victim(s) every 30 days from the date of the complaint. Submit the request for supervisory approval of an extension of the SOP by completing the extension request prior to the end of the initial 30-day period. The request must document the reasons for the extension. **Extensions are not to be approved solely for the purpose of meeting the SOP.** Supervisory approval can only occur for the following circumstances:

- Arranging travel and coordinating interviews with alleged victims who do not reside in the county or are not immediately available for interviews.
- Obtaining medical records (including autopsy reports), or a second medical opinion to verify an injury or medical condition.
- Obtaining mental health evaluations, reports, and records necessary to reach an accurate case disposition, but the reports are not yet available.
- Coordinating interviews with law enforcement necessary to reach an accurate case disposition.
- Coordinating interviews with other states or counties necessary to complete a thorough investigation.

Note: Requests for extensions which do not fall under these circumstances may be allowed, if reviewed and approved by the deputy director of field operations or his/her designee.

Documentation of approval by the deputy director of field operations or his/her designee for an extension must be documented in the supervisor approval section in MiSACWIS. The same safety assessment and documentation requirements applicable to supervisors when approving extensions also apply to the deputy director of field operations or his/her designee.

2) Face-to-Face

PSM 713-9, Face-to-Face

Face-to-face contact must be made with the alleged child victims(s) every 30 days from the date of the complaint. This includes situations when:

- A complaint has gone overdue.
- A complaint has received an approved extension.

Face to face requirements do not apply once a complaint has been disposed by the investigator and transferred to a CPS supervisor for review and approval. When the complaints are received for review and approval, supervisors may identify additional casework activities, including face-to-face contacts. Unless identified by the supervisor during this review period, additional face-to-face contacts are not required.

Reason: CPS Program Office recommendation.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[PSM 713-09](#)